

**Department of Technology Services
Opening Day Remarks
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State of California
July 11, 2005**

Organizations are organic, living entities. They go through different life events just as each of us experiences transitions as we mature and grow. In my time in government, I have worked in agencies at different stages of maturity and agencies going through different types of transitions. As the Director of the Department of Information Technology at the time of its sunset, I have even led an agency into its actual demise and death.

Today, we have a much happier mission. We are here to celebrate a rebirth, a renaissance.

In this merger, we are bringing together three centers of excellence in technology: the Stephen P. Teale Data Center, the Health and Human Services Data Center and the Office of Network Services from the Department of General Services. We are going to leverage that combined expertise in our Department of Technology Services, the Executive Branch's leading provider of general purpose technology and telecommunications services.

But we are doing much more than just merging. As I said, this is a renaissance or a rebirth. We are using this opportunity to change and modernize the Executive Branch's management of the common information technology and telecommunication systems that support state operations.

We are taking the first step today by establishing a Department of Technology Services that will be relentlessly customer-focused in the way it approaches its service obligations. With the passing of today's ceremonies, we can be proud that we have successfully completed the initial milestone in this organizational transformation.

We have many people to acknowledge and thank – people who over the last two years have worked patiently and tirelessly to bring about this merger. It has been a collaborative effort involving scores of people from multiple departments working across an historic change in administrations. That we are here today at all is something of a miracle in itself.

I want to particularly thank Secretaries Sunne McPeak, Fred Aguiar and Kim Belshe who provided critical support and guidance as we approached the final planning and

implementation stages of the merger during the last 9 months. They made sure that we stayed on track and that today's transfer of authority would be smooth and seamless.

I also wish to acknowledge the directors who have presided over the data centers during our recent efforts to plan for consolidation. This includes Carlos Ramos, John Moise, Craig Grivette, Ann Barsotti and Bob Austin. The Office of Network Services has been led during this period by Barry Hemphill and Sandra Bierer. We owe each of these leaders and their staffs a great round of applause.

Ann, Bob and Sandra carried the greatest weight in this initiative during the last 9 month push. They and their executive staffs have performed brilliantly under what at times were extremely trying circumstances.

Much work remains to be done to transform the Department of Technology Services into a customer-oriented service-provider. There are quite a few decisions to be made in rationalizing and consolidating the Department's technologies, and we have a Consolidation Management Office that will be helping lead that effort. And the Department needs to establish a new organizational culture and new organizational relationships with its customers that put the emphasis on service, service, service. The Department is not a control agency for technology, it is a service-provider and support agency.

Establishing the Department of Technology Services is only the first step in modernizing the Executive Branch's management of its technology and telecommunication systems. The next step will be to re-align the management of common IT systems so that common systems are under common management. We should not be expecting every agency in the Executive Branch to have technology as a necessary expertise. And yet the siloed development of our IT systems has produced exactly that result.

Over the next several years, we will begin to change that reality, and the Department of Technology Services is going to be the instrument or facilitator of that change. Realignment of this common IT infrastructure will improve security and performance cost-effectively. I look forward to working with the Department and with agencies throughout the Executive Branch in making this additional improvement in the management of our IT systems.

But today is not about the past or the future. Today, we simply take a moment to celebrate – as we should – a significant accomplishment in the State's technology programs. Today is additional evidence that we know how to do IT right.

Thank you all for attending these ceremonies and for showing your interest and your support. Thank you.